

Draft
Governor's State Rehabilitation Council (SRC)
Full Council Meeting Minutes
August 9, 2018

Members Present

Dan Martinez, Chair
Danita Applewhite*
Ana Nunez*
Jill Pleasant
Melissa Wotjak
Scott Lindbloom*
David Cheesman*
Judith Castro*
John Gutierrez*
Carol Carr*
Kristen Mackey

Members Absent

Brandon Dale
Joshua Auer
Sheri Carparelli
Kathy McDonald
Paula Seanez

Staff Present

Lindsey Powers, Council Liaison
Teleconferenced*

Guests Present

Call to Order and Introductions

Dan Martinez, Chair, called the meeting to order at 1:08 pm in the RSA Videoconference Room, 515 N. 51st Avenue, Phoenix, and in the RSA Video Conference Rooms located in Tucson, Flagstaff, and Yuma, AZ.

Approval of May 17, 2018 Meeting Minutes

Danita Applewhite moved to approve the minutes of the May 17, 2018 SRC Full Council meeting. Scott Lindbloom seconded the motion. The council approved the meeting minutes by unanimous voice vote.

SRC Chairperson's Report

Dan Martinez stated there were some changes to the Open Meeting Law, which require that the council minutes include the names of the individual's that voted, made motions, or presented during the meetings. Dan Martinez stated that the definition of a meeting had changed to include online communication among a quorum of council or committee members. He added that the Attorney General was given the authority to prosecute any member that knowingly violated the Open Meeting Law and the fines for violating the law would increase with each violation.

Dan Martinez stated the Department of Economic Security (DES) submitted a Request For Proposal (RFP) for a Managed Service Provider to provide sourcing, assignment, and management of selected Vocational Rehabilitation (VR) Services. John Gutierrez

requested clarification regarding how the MSP would affect client services. Dan Martinez stated his understanding that because the MSP was out for RFP, that DES or Rehabilitation Services Administration (RSA) were unable to discuss the contract. John Gutierrez stated that the MSP would significantly change how clients receive services and the SRC should have been involved in the conversation regarding the MSP. Dan Martinez stated that all the services were currently provided to VR clients and the MSP would provide a single point of contact to manage the services. Kristen Mackey, Rehabilitation Services Administration (RSA) Administrator stated the MSP was currently in the solicitation phase and the MSP was in direct response to a Senate Bill. Ms. Mackey stated that RSA would have a comprehensive discussion with the community regarding how MSP would impact the entities. Danita Applewhite inquired whether the RFP was submitted to entities or whether the RFP referred to a job position. Kristen Mackey stated the RFP was submitted for entities to apply for. Dan Martinez stated he would place the MSP on a future SRC Full Council agenda as soon as the item could be discussed.

RSA Administrator's Report

Kristen Mackey stated that California and Nevada underwent Federal monitoring around the same time as Arizona, and they had not received their Federal Monitoring Report. Kristen Mackey stated RSA had not received the report either and there was currently no anticipated date for receiving the report. Kristen Mackey stated that once RSA received the report, the agency would have two or three weeks to respond with a corrective action plan.

Kristen Mackey reviewed the data in a year over year comparison. Kristen Mackey stated that RSA was moving clients from application to eligibility in 37.5 days, which fell under the federal requirement of 60 days. Ms. Mackey stated the average number of days from eligibility to IPE completion went from 101 days the year prior, to 73.4 days. Kristen Mackey stated the average number of days from application to VR exit was 885 days the year prior to 897 days. She noted that there were many client cases that remained open and were not moving forward, which could have accounted for the increase. Kristen Mackey stated RSA closed 1572 people with employment with an average wage of \$12.59. Kristen Mackey stated the year prior, there were 2763 individuals on the Order of Selection (OOS) Wait List, and there were currently 1594 individuals on the OOS, which was a 42.5% decrease. She added that RSA was currently serving individuals that applied for services in March of 2015. Kristen Mackey stated RSA would begin to focus more on timelines of services and noted that 94.8% of eligibility determinations were in 60 days and 88.7% of the IPEs were completed within 90 days. Kristen Mackey stated the overall retention rate of individuals that gained employment and remained employed for 90 days was 79.8%. She added that the retention rate would be a focus and RSA's goal was an 85% retention rate and an indicator of quality of services.

Kristen Mackey stated the Strategic Plan three indicators of success were: number of individuals with disabilities closed with an employment outcome, the number of dual enrolled with the Division of Developmental Disabilities (DDD) and VR placed in competitive integrated employment and reduce the number of individuals on the OOS. Kristen Mackey stated RSA was working closely with DDD, staff, and vendors to work

with individuals with significant disabilities and developmental disabilities. She added that RSA had been removing 100 individuals off the OOS each month and would begin to slow down to serve more individuals with significant disabilities. Kristen Mackey stated RSA was working with the Employment First Committee and the Arizona Developmental Disability Planning Council (ADDPC) to develop a systems and culture change messaging and training regarding the employment of individuals with significant disabilities. Kristen Mackey stated RSA was also partnering with the University Center for Excellence in Developmental Disabilities (UCED) to develop programs for individuals with significant disabilities. Kristen Mackey stated that youth participating in Pre-Employment Transition Services (Pre-ETS) had increased from 12% to 33%, although there were approximately 40,00 students in that population. Kristen Mackey stated RSA was required to go to every school district and every school to educate the teachers and students about Pre-ETS. Kristen Mackey stated RSA was considering communicating to rural schools via telecommunications and expand services to that population. Kristen Mackey stated the staff attrition rate was at 5% for counselors and supervisors compared to 37% the year prior.

Scott Lindbloom suggested that the Arizona Department of Education (ADE) contact the Superintendents in each school district to work with RSA. Kristen Mackey stated that RSA was working with the ADE, which had sent out email notifications to the Special Education Directors and noted that individuals in the local areas needed to contact RSA staff. Scott Lindbloom stated he could contact local entities in Show Low to get the message out to the schools. Kristen Mackey stated that DES and the ADE had a data sharing agreement, which would assist in that process. Ana Nunez stated the exchange of data would support RSA in identifying the students with disabilities in the geographical locations, so that RSA could make decisions regarding resource allocation. Scott Lindbloom inquired whether the counselors would be involved in the process. Ana Nunez stated the first step was in getting the data sharing agreement and the next step would be to involve the counselors. Kristen Mackey stated she did not anticipate any budget cuts, but that RSA could receive a small increase. Ms. Mackey stated the historically low unemployment rate could impact the grant funds. Dan Martinez inquired regarding the age of RSA's staff. Kristen Mackey stated approximately a third of RSA staff had worked with RSA 15-25 years and the rest fell under that with 5 years or more. Dan Martinez stated that RSA would begin to use a different case management system as well. Kristen Mackey stated there were some legal proceedings between the two systems that could provide services to RSA. She added that RSA would continue to use Libera until 2020. Kristen Mackey stated that the state of Arizona would begin using the new Procurement system, SPP, which would require that all contract numbers change.

Committee Reports

Employment and Community Partnerships Committee

Carol Carr stated that she was in the process of contacting other key organizations within Arizona to create a plan for community outreach to employers. Ms. Carr stated she needed to collect the information from each entity prior to meeting as a committee.

Program Review Committee

Ana Nunez stated the committee had divided into groups to review and compare the Pre-ETS Policy in the VR Policy Manual to the Workforce Innovation and Opportunity Act (WIOA) regulations. Ana Nunez stated that some committee members did not attend the prior committee meeting and inquired whether they had any questions regarding the assignment. Melissa Wojtak and Scott Lindbloom stated they received the information and were working on their assignments. Ms. Nunez stated that committee members were welcome to contact her with any questions.

Membership Organization Updates

SILC

Scott Lindbloom stated he attended the National Council on Independent Living (NCIL) Conference, which was a great conference. Danita Applewhite stated the Statewide Independent Living Council (SILC) held elections and she had been appointed the Vice-Chair and Peter Fisher was appointed as the Chair. Dr. Applewhite stated the Youth Leadership Forum was successful and SILC continued to develop new membership and recruit new members.

American Indian VR Projects

Kristen Mackey stated the RFP was submitted for the Consortia of Administrators for Native American Rehabilitation (CANAR) Conference. Kristen Mackey stated she could share that information with the council if any council members were interested.

Client Assistance Program

John Gutierrez stated that CAP continued to serve clients. Danita Applewhite stated she referred some individuals to John Gutierrez and thanked Mr. Gutierrez for his assistance.

AzTAP

Jill Pleasant stated the Northern Arizona University's Institute for Human Development (IHD) and Arizona Technology Access Program (AzTAP) Conference was held in July. Jill Pleasant stated the conference was successful in which over 500 individuals attended. Ms. Pleasant stated the next conference would potentially be held at the same location, although the agency would address the transportation issues. Jill Pleasant stated that AzTAP received a small grant to develop a project on hearing loss for caregivers that provided services to adults who were cared for by family members or living in assisted care facilities. Ms. Pleasant stated the project would include the development of three training modules. Jill Pleasant stated AzTAP was involved in the systems change project on competitive employment for individuals with significant disabilities. Jill Pleasant stated the project was a collaboration between AzTAP, the Arizona Developmental Disability Planning Council, IHD, RSA, DDD, Employment First and APED. She stated individuals could attend via a face-to-face training or by live webinar. Jill Pleasant stated the goal was to encourage service providers that competitive employment was possible for any disabled individual. Dan Martinez inquired whether there was a

supported employment component as well. Jill Pleasant stated the goal was to move away from supported employment towards competitive integrated employment. Ms. Pleasant stated that the Association of People Supporting Employment First (APSE) would present as well. Kristen Mackey stated that RSA would then provide staff with the knowledge and skills to be able to provide services to individuals with significant disabilities. Dan Martinez stated the key was to change work systems to support all individuals and to build a universal design that would accommodate all individuals. Mr. Martinez noted that any individual seeking competitive integrated employment needed to be desirable to the employer as well. Jill Pleasant stated that the mindset needed to change so that employers did consider hiring individuals with significant disabilities. Scott Lindbloom inquired how individuals living in rural areas could attend the trainings. Jill Pleasant stated that individuals could attend the live webinars or the archived video that would be on the IHD website.

Developmental Disabilities

This item was tabled.

Community Rehabilitation Providers

This item was tabled.

Establish Date for SRC New Member Training

Dan Martinez stated that all SRC members would be invited to attend the SRC New Member Training meeting. Dan Martinez inquired regarding the tentative dates for the training. Lindsey Powers stated that council members could meet on September 7, 14, or 21. David Cheesman stated that he would be able to attend on Fridays. Jill Pleasant suggested that council members indicate their availability using Doodle or Meeting Wizard. Lindsey Powers stated she would send out potential dates to council members for Tuesdays, Wednesdays, or Thursdays.

Danita Applewhite inquired whether the council had identified any ideas for recruiting new members. Dan Martinez suggested that each council member reach out to someone they know and encourage them to attend a council meeting. Scott Lindbloom suggested the council develop a council website to reach out to more individuals. Danita Applewhite suggested the council develop an email that could be sent to colleagues and interested individuals.

Agenda Items and Date for Next Meeting

The next meeting of the SRC Full Council will be on November 8, 2018 from 1:00 pm to 4:00 pm. in the Video Conference Room, at 515 N. 51st Avenue, Phoenix, AZ.

- Managed Service Provider Discussion
- Underserved Veterans Services Presentation

Scott Lindbloom suggested the council discuss transportation at the upcoming SRC Full Council meeting. Scott Lindbloom stated that many clients experienced difficulties

obtaining or retaining employment due to transportation issues. Dan Martinez stated that transportation was an issue for individuals with disabilities, although it was an issue that the council could not influence.

Announcements

There were no announcements.

Public Comment

A call to the public was made with no responses forthcoming.

Adjournment of Meeting

Jill Pleasant motioned to adjourn the meeting. Melissa Wojtak seconded the motion. The meeting stood adjourned at 2:45 pm.

Vocational Rehabilitation Scorecard – July 22, 2018 – July 28, 2018

Measure	Goal for “Green”	Actual
Total Number of Individuals in VR program	N/A	13,947
Total Number of Individuals in OOS Priority 2 and 3	N/A	1499
Total Number of Individuals in Priority 2	N/A	1094
Total Number of Individuals in Priority 3	N/A	405
Number of Applications VR	115-143	127
Average number of days from application to eligibility	Less than 60 days (Federal requirement)	37 days
Median number of days from application to eligibility	Less than 60 days (Federal requirement)	28 days
Eligibility Determination Compliance – within 60 days	96-100% compliance (Federal requirement)	93.9%
Number of New plans written	24	77
Average number of days from eligibility to IPE implementation	Less than 90 days (Federal requirement)	67 days
Median number of days from eligibility to IPE implementation	Less than 90 days (Federal requirement)	63 days
IPE Implementation Compliance – within 90 days	96-100% compliance (Federal requirement)	89.3% within 90 days
Average hourly wage of successful employment outcomes	\$10.06	\$13.33
Number of Job Placements	32-39	43
Number of Clients Closed Successful	25-30	32